

JOB DESCRIPTION

Job Title	Head of Management Accounting		
Reports to	Director, Financial Planning & Analysis		
Department	Operations: Finance – FP&A		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school while recognizing the underpinning requirement for financial sustainability

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses and provide a range of on line digital courses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Finance Directorate includes a range of areas which are essential to the School's strategic and operational running and meeting statutory, funder and regulatory obligations and transformation including foundational aspects of the five year plan for all finance services including financial planning and analysis; corporate governance compliance and internal control; and key services to run the day to day operations of the School.

Finance plays a key role delivering and supporting financial sustainability, change and supporting planning to achieve the School's strategy over the short, medium term (5 years to 2026/27) and longer term (to 2031/32). The team provides a full financial service to all areas of the School and in particular:

Strategic planning and analysis support to the School's senior executives.

Development and management of in year and medium term financial plans liaising with and supporting business areas enabling the School to deliver its strategy and objectives and meet funder and regulatory requirements

A comprehensive management information and business partner service to the School's senior management including planning, budgeting and forecasting.

A customer-facing finance service to support the day to day running of the School including all transaction processing services – purchase invoicing, payroll and expenses; banking and treasury

management; sales invoicing and credit control; research grant funding support; and the processing, reconciliation of, and reporting on, fundraising.

Full corporate governance and compliance provision to the School and its subsidiary companies including managing and reporting on internal controls; financial accounting and reporting; insurance, tax, VAT and legal, HEFCE and Charity requirements; and management of external audit.

Purchasing and procurement support to the School's budget holders to deliver Value for Money.

Job Purpose

The Head of Management Accounting will lead a team of finance analysts responsible for the production of high-quality management information and reports, ensuring accurate and timely outputs across planning, budgeting, forecasting, and month-end processes and key input areas such as pricing.

The role will play a pivotal part in driving continuous improvement in reporting tools and processes, while acting as a key partner for financial business partners across the School. The post-holder will be a valued and influential member of the FP&A leadership team, bridging strong operational financial stewardship with strategic insight and stakeholder engagement.

The role is essential to meeting and delivering funder and regulatory requirements for the School including supporting the School's financial strategy and management and ensuring financial governance through ExCo, Management Board, Finance Committee and Governing Body

Team Leadership and Collaboration

Lead, mentor, and develop a pool of Finance Managers, Senior Finance Analysts and Finance Analysts, setting clear objectives and supporting professional growth and enabling the delivery of high quality relevant and timely information, insight and analysis

Co-ordinate the workload of the team to ensure timely delivery of management accounts, month-end close, accruals, prepayments, and balance sheet reconciliations to support monthly and quarterly forecasting, annual budgets and updates of five year financial plans where relevant

Build, focus, engage, and develop the team to ensure effective performance and collaboration.

Implement cross-training and skilling initiatives within the team to build delivery resilience and ensure continuity of service during periods of absence or peak demand.

Foster a culture of continuous improvement, encouraging innovation and best practice.

Management Information and Reporting

Oversee the preparation, review, and consolidation of quality management accounts and monthly reporting packs for the School to meet required timescales.

Ensure high quality outputs delivered on time and to required standard with appropriate supporting papers in place.

Ensure all FP&A timetables (month-end, quarter-end, year-end, annual updates of five year plans) are adhered to, and outputs meet the highest standards of accuracy and insight and presentation.

Ensure reporting and analysis support the School's compliance with regulatory and funder requirements, and uphold appropriate financial governance standards, including the accuracy, transparency, and audit readiness of all submissions.

Develop, maintain, and enhance robust high quality reporting models to support School-wide planning, budgeting, and forecasting.

Drive the continuous improvement, including automation of reporting workflows, leveraging financial systems and technology.

Act as a super user for the School's financial reporting tools (e.g., TechnologyOne), and play a leading role in the development of the new finance systems and reporting capabilities.

Support the coordination and facilitation of long-term plans, budget cycles, and forecasts in the TechnologyOne software.

Business Partnering

Partner closely with the Finance Business Partners and directly support business areas to ensure alignment of management information, business insights, and financial planning across all relevant business areas.

Build strong working relationships with key stakeholders, ensuring financial models and reports align with business objectives and information needs.

Provide day-to-day financial support, challenge, and advice, ensuring transparency and robust financial control

Produce high quality analysis and outputs supporting business partnering activities

Strategic Contribution and Ad Hoc Support

Deputise for the Director of FP&A as required, representing the management reporting function to CFO, Deputy CFO and Finance Senior Managers

Undertake ad hoc analysis, reporting, and project work as required by senior management.

Key Stakeholders

- CFO & Deputy CFO
- Director, FP&A
- Senior Finance Team
- Finance department (Central Finance, Credit Control, AP, Tax)
- Wider School management as required

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency and timeliness of service delivery.
- Ensure the production of high-quality strategic planning outputs—including reports, forecasts, models, and analysis—that are delivered on time, meet agreed standards, and are supported by clear, comprehensive documentation.
- Ensure all FP&A timetables (month-end, quarter-end, year-end, annual updates of five year plans) are adhered to, and outputs meet the highest standards of accuracy and insight and presentation.

- Develop, maintain, and enhance robust high quality reporting models to support School-wide planning, budgeting, and forecasting.

Partnering and Service Delivery

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.
- Ensure the production of high-quality reports, analysis, and other outputs that are accurate, insightful, and delivered to agreed timescales, supporting stakeholders with reliable information to inform operational and strategic decisions.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Ensure the delivery of high-quality, relevant, timely, and accurate reporting and dashboards, providing clear insights that enable effective monitoring, planning, and decision-making
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.
- Identify, lead, and contribute to continuous improvement initiatives, streamlining processes, enhancing efficiency, and strengthening the quality, consistency, and reliability of service delivery.

- Use data, stakeholder feedback, and performance insights to proactively highlight opportunities for improvement and drive sustainable changes that support operational excellence across the School.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.
- Lead and manage team members in line with School policies and procedures, ensuring clear expectations, fair and consistent management practices, and a supportive working environment.
- Actively promote and monitor staff engagement, fostering a positive team culture where individuals feel valued, motivated, and supported in their development and performance.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism and within FP&A
- Production of high-quality reports, with complex analysis to support management decision-making.
- Positive contribution to the development of policies, processes and systems.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from colleagues and stakeholders.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Financial management experience and commercial acumen.
- Excellent communication skills with the ability to engage a variety of audiences.
- Excellent reporting analytical and problem solving skills.
- Ability to prioritise and focus on material issues.
- Ability to manage multiple internal and external stakeholders.
- Experience of leading and successfully delivering projects.
- In-depth knowledge of business education/specialist area.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.

Resources including team management

Management of a team of 7: a Finance Manager, 3 Senior Finance analyst and 3 Finance Analysts.

Staff	7
Budgets	None
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